

Date: November 19, 2014
W.I.: 1514
Referred By: PAC

ABSTRACT

Resolution No. 4160

This resolution adopts MTC's FY2014-15 Productivity Improvement Program (PIP).

Further discussion of this action is contained in the Programming and Allocation's Summary Sheet for November 12, 2014.

Date: November 19, 2014
W.I.: 1514
Referred By: PAC

Re: MTC Productivity Improvement Program

METROPOLITAN TRANSPORTATION COMMISSION
RESOLUTION NO. 4160

WHEREAS, Public Utilities Code (PUC) section 99244 provides that each transportation planning agency shall annually identify, analyze, and recommend potential productivity improvements which could lower the operating costs of transit operators within the area under its jurisdiction; and

WHEREAS, as provided for in Government Code sections 66500 et seq., the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area; and

WHEREAS, PUC section 99244 provides that recommendations for improvements and productivity shall include, but not be limited to, those recommendations related to productivity made in the triennial performance audits of transit operators conducted pursuant to PUC section 99246; and

WHEREAS, in accordance with PUC section 99244, MTC is required each fiscal year, to make a finding that a transit operator has made a reasonable effort in implementing productivity improvement recommendations prior to approving the allocation of Transportation Development Act (TDA) funds in an amount greater than was allocated to the operator in the preceding fiscal year; and

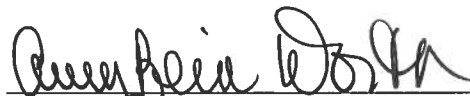
WHEREAS, in accordance with PUC section 99314.7, MTC is required each fiscal year, to make a finding that a transit operator has made reasonable effort in implementing productivity improvements pursuant to PUC section 99244, prior to approving the allocation of State Transit Assistance (STA) funds to the operator for operating purposes; and

WHEREAS, in accordance with PUC section 99233.2, MTC may support the regional transportation planning process by providing technical assistance funding to transit operators or other entities to implement transit productivity improvements; now, therefore, be it

RESOLVED, that MTC adopts the productivity improvement projects set forth in Attachment A to this resolution, and incorporated herein by reference; and

RESOLVED, that MTC finds that all transit operators identified in Attachment A have made reasonable effort in implementing productivity improvements and are eligible for allocations of TDA and STA funds next fiscal year in accordance with PUC sections 99244 and 99314.7.

METROPOLITAN TRANSPORTATION COMMISSION



Amy Rein Worth, Chair

The above resolution was adopted by the
Metropolitan Transportation Commission
at a regular meeting of the Commission held in
Oakland, California, on November 19, 2014.

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Attachment A
Resolution No. 4160
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Large Operators

Transit Operator: AC Transit, BART, Caltrain, Golden Gate Transit, SamTrans, SFMTA, SCVTA

Project Title: Transit Sustainability Project – Performance Measures

Project Goal: Progress towards achieving a 5% reduction by FY2016-17 in at least one of the three performance measures outlined in MTC Resolution 4060.

Project Description: MTC Resolution No. 4060 established performance measures and targets for the largest seven Bay Area transit operators to achieve a five percent (5%) reduction by FY2016-17 in one of three performance measures and with no growth beyond the Consumer Price Index (CPI) thereafter. These measures are:

- Cost Per Vehicle Service Hour;
- Cost Per Passenger; and
- Cost per Passenger Mile.

Each agency adopted a strategic plan in FY2012-13 that described how the agency intends to meet one or more of the performance targets. Beginning in FY2013-14, each agency is required to submit performance data on all three measures and targets as part of MTC's ongoing monitoring of progress towards meeting the targets.

Estimated Completion Date: End of FY 2016-17 and annual updates thereafter.

Small Operators

Regional

Transit Operator: Various (see below)

Project Title: Implement Clipper

Project Goal: Make electronic fare payment available on small operators to make fare payment easier.

Project Description: The Clipper program is the San Francisco Bay Area's regional smart card-based fare payment system. Clipper is the all-in-one transit card that keeps track of any passes, discount tickets, ride book and cash value that you load onto it while applying all applicable fares, discounts and transfer rules.

Estimated Revenue Ready Date:

Operator	Estimated Revenue Ready Date
CCCTA/County Connection	Fall 2015
ECCTA/Tri Delta	Fall 2015
FAST	Fall 2014
LAVTA	Fall 2015
NCTPA (VINE only)	Fall 2014
Petaluma	Winter 2015
Santa Rosa	Winter 2015
Soltrans	Fall 2014
Sonoma County Transit	Winter 2015
Union City	Spring 2016
Vacaville	Fall 2014
WestCAT	Fall 2015

Transit Operator: Water Emergency Transportation Authority (WETA)

Project Title: Fare Program Transfer Policy

Project Goal: Encourage bus-to-ferry transfer at origin stations throughout the WETA system.

Project Description: Adopt WETA Fare Program Transfer Policy to reimburse ferry riders the cost of their bus trip to the terminal, reducing the overall cost of a linked transit trip. The cost for the transfer will be split between WETA and the terminal-serving transit agency.

Estimated Completion Date: January 2015

Transit Operator: Water Emergency Transportation Authority (WETA)

Project Title: Alameda Terminals Access Improvements

Project Goal: Improve opportunities for accessing both ferry terminals in Alameda, encouraging non-automotive modes such as transit, walking and biking.

Project Description: The Alameda Terminals Access Plan, currently underway and being developed, will identify a series of capital and programmatic improvements to encourage more riders to take the ferry in Alameda. The Access Improvements will likely range from bike lane gap closures, bicycle parking, pedestrian safety improvements and bus routing and scheduling changes.

Estimated Completion Date: November 2015

Transit Operator: Water Emergency Transportation Authority (WETA)

Project Title: BayAlerts messaging system

Project Goal: Improve the delivery of service alerts and ferry system news to our passengers through the deployment BayAlerts.

Project Description: BayAlerts is an internet based communication system enabling WETA to provide route specific information such as service alerts and system news to passengers. The BayAlerts messaging system was launched in July 2014. Over the next six months, staff will continue to monitor the system's performance and make modifications based on passengers' and administrator's experiences.

Estimated Completion Date: December 2014

Alameda County

Transit Operator: Livermore Amador Valley Transit Authority (LAVTA)

Project Title: Comprehensive Operational Analysis (Local and Corridor/Sub-Regional Bus Study)

Project Goal: Evaluate all local and express bus service operated by LAVTA for productivity and efficiency; determine gaps in service provided; make recommendations for adjustments.

Project Description: Develop an RFP and obtain project consultant to conduct study. Coordinate a technical advisory group to provide feedback on analysis. Conduct significant public outreach to gather feedback on existing and potential route structures. Identify improvements in services that can be implemented at no additional cost; look for future opportunities to expand service.

Estimated Completion Date: December 2015

Transit Operator: Livermore Amador Valley Transit Authority (LAVTA)

Project Title: Transit Asset Management Plan

Project Goal: Ensure LAVTA is in compliance with MAP-21 and MTC for transit asset management plan.

Project Description: Work with MTC to explore options for transit asset management, including attending training and local and regional meetings regarding transit asset management. Develop or participate in developing MAP-21 compliant transit asset management plan. Accept and implement plan in accordance with required timeline.

Estimated Completion Date: December 2015

Transit Operator: Union City

Project Title: Install Automatic Vehicle Location (AVL) Technology

Project Goal: Enhance service performance via remote system monitoring and providing real-time information to customers.

Project Description: Install a cloud-based AVL system that can be used to monitor vehicles by transit agency. System will also provide public access to passengers can monitor vehicles for trip planning purposes. All vehicle information will be compatible with 511.org trip planner and Google Transit.

Estimated Completion Date: March 2015

Transit Operator: Union City

Project Title: Bus Schedule and Service Revisions

Project Goal: Increase overall ridership productivity on Union City Transit.

Project Description: Service Hours will be redistributed from underperforming pilot project routes back to trunk-line service routes.

Estimated Completion Date: February 2015

Contra Costa County

Transit Operator: Central Contra Costa Transit Authority/ County Connection
Eastern Contra Costa Transit Authority/Tri-Delta
Western Contra Costa Transit Authority (WestCAT)

Project Title: Countywide Express Bus Study

Project Goal: Evaluate express bus services operated within Contra Costa County and determine gaps and service improvements in light of demographic and freeway system changes

Project Description: Work with Contra Costa Transportation Authority to obtain project consultant and conduct study of express bus service operating in Contra Costa. Participate in technical advisory committee and provide data necessary for analysis. Identify future improvements to system that may be funded with new sales tax measure funds.

Estimated Completion Date: September 2015

Transit Operator: Eastern Contra Costa Transit Authority/Tri-Delta

Project Title: Coordinate intake and processing of paratransit applications in Contra Costa County

Project Goal: Increase passenger productivity and improve cost effectiveness of the paratransit service.

Project Description: Work with other bus operators in CC County to standardize and economize the application, acceptance and approval process for potential paratransit users applying under ADA guidance.

Estimated Completion Date: June 2015

Marin County

Transit Operator: Marin Transit

Project Title: Mobility Management Programs Cost Effectiveness

Project Goal: To provide low cost convenient mobility solutions to Marin County seniors, disabled and low-income residents.

Project Description: Evaluate usage and costs on Marin Transit's two most popular mobility programs: Marin Access paratransit and Catch-A-Ride subsidized taxis. Through incentives, outreach and pricing, manage customer behavior to ensure that mobility is provided in a way that controls costs while continuing to offer service options.

Estimated Completion Date: January 2015

Napa County

Transit Operator: Napa County Transportation and Planning Agency (NCTPA)

Project Title: Bus Mobility Device Retrofit

Project Goal: Increase fixed route public transit efficiency by installing new securement devices on buses for scooters and wheelchairs to speed up passenger boarding and on-time performance.

Project Description: The service area has a significant and growing population of senior citizens using large scooters and wheelchairs that take a significant amount of time to secure (4 – 7 min) which slow down routes and has a measurable negative impact on on-time performance. The project will upgrade securement devices in buses, replacing them with Q'straint PODS. With these devices, virtually any mobility device can be secured in under 60 seconds.

Estimated Completion Date: October 2014

Transit Operator: Napa County Transportation and Planning Agency (NCTPA)

Project Title: Computer Aided Dispatch/ Automatic Vehicle Locator system

Project Goal: AVL and CAD capabilities will provide the agencies with an essential tool to help improve on-time performance, improve dispatch reliability and efficiency, increase ridership, improve scheduling and planning, and improve data management and reporting.

Project Description: Napa County Transportation and Planning Agency has identified the need to implement technological tools to assist in managing their operations and serving their customers through the collection, analysis and dissemination of reliable data on its existing fleet of transit vehicles. Based on this high priority need, Napa VINE will deploy a state-of-the-art Automatic Vehicle Location (AVL) System and Computer-Aided Dispatch (CAD) for their fixed route and demand response fleets of vehicles. All vehicle information will be compatible with 511.org trip planner and Google Transit.

Estimated Completion Date: April 2015

Transit Operator: Napa County Transportation and Planning Agency (NCTPA)

Project Title: Security Camera's on VINE Transit Vehicles

Project Goal: The purpose of the Bus CCTV System will be to act as a deterrent against illegal or improper behavior on-board the bus (such as vandalism, theft, assault, etc.), and to provide an investigative tool in the case of the occurrence of any of the aforementioned activities as well as incidents such as injury claims, accident claims, and general customer complaints.

Project Description: The Bus CCTV System shall monitor and record video, audio and selected auxiliary equipment onboard the transit vehicles. The system shall include all hardware, software, and cable necessary for the successful installation of Bus CCTV systems in accordance with this specification; including but not limited to all Digital Video Recorders (DVRs), cameras, microphones, Global Positioning System (GPS) information, onboard wireless and other onboard components.

Estimated Completion Date: February 2015

Solano County

Transit Operator: Solano Transportation Authority for all Solano County Operators
(Dixon, FAST, Rio Vista, Soltrans, Vacaville)

Project Title: Solano County Mobility Management Program

Project Goal: In Solano County, a Mobility Management Plan is being developed for Seniors, People with Disabilities and the Low-Income. Four program elements are in the process of development that complement one another and are aimed to assist individuals find the right transportation to maintain and/or develop their mobility.

Project Description: Several studies were conducted in Solano County in coordination with the transit operators and advisory committees that included extensive community outreach and surveys to identify transportation gaps and priority projects to address the gaps. One of the top priority project was Mobility Management. The four main elements in the Mobility Management Program that were prioritized are 1) One Stop Call Center; 2) Travel Training Program; 3) Countywide In-Person ADA Eligibility Determination; and 4) Intercity Taxi Scrip.

Estimated Completion Date: January 2015

Transit Operator: Solano Transportation Authority for all Solano County Operators
(Dixon, FAST, Rio Vista, Soltrans, Vacaville)

Project Title: I-80/I-680/I-780/State Route 12 Transit Corridor Study Update

Project Goal: Develop a service plan that will provide faster transit speeds, better service frequencies, and improved connections intra- and inter-regionally to support the future service projections in Solano County.

Project Description: The I-80/I-680/I-780/State Route 12 Transit Corridor Study updates the Transit Corridor Studies completed in 2004 and 2006 and addresses current and future travel demand in the corridor, existing service and alternatives for serving the corridor and a recommended phased implementation plan. The Transit Corridor Study not only addresses transit services but also updates the facilities and connections needed to support these services into the future. The Transit Corridor Plan will provide guidance and coordination for future investments in Solano County.

Estimated Completion Date: June 2015

Transit Operator: Rio Vista

Project Title: Improve service efficiency and effectiveness

Project Goal: Increase fare revenue and reduce ineffective service to increase service efficiency, as demonstrated through improvements to farebox recovery ratio.

Project Description: In June 2014, the Rio Vista City Council approved a streamlined fare structure that includes several modifications intended to decrease fare media types and increase fare revenue. In addition, various minor service changes have been identified that may reduce the overall operating cost of the service. Consultants and staff will work to implement these changes early in FY14-15.

Estimated Completion Date: September 2014

Transit Operator: Solano County Transit (SolTrans)

Project Title: AVL Implementation

Project Goal: The project's goals include the ability to produce and provide to riders "real-time" predictive bus arrival information, also, the capture and access to a complete spectrum of planning data, ADA compliant visual and audible stop announcements, NTD (National Transit Database) accepted ridership data (via automatic passenger counters installed at bus doorways) and expanded dispatch to bus communications.

Project Description: An AVL/CAD system will allow real-time monitoring for dispatchers, showing the location of current buses, who is driving, how many passengers are on board, and if the route is on-time, late, early, etc. Planners use the data to identify productive and unproductive segments of routes (using APCs) and segments needing time adjustments. Additional functions of AVL/CAD systems include data communications between bus and dispatch, automatic announcements of approaching bus stops (ADA compliance), interaction with headsign controllers, provision of data to real-time bus arrival systems (LED signs and smartphones), etc. All vehicle information will be compatible with 511.org trip planner and Google Transit.

Estimated Completion Date: October 2015

Transit Operator: Solano County Transit (SolTrans)

Project Title: Restructure fixed route service

Project Goal: Increase ridership and productivity by restructuring routes, adding service, and/or relocating bus stops.

Project Description: SolTrans will develop options for improving fixed route system performance and conduct public outreach on the proposal. Service changes will take place in 2015.

Estimated Completion Date: August 2015

Transit Operator: City of Vacaville

Project Title: Research Call-n-Ride System

Project Goal: Increase general public transit ridership.

Project Description: Research, survey and test a call-n-ride type system to be used throughout neighborhoods of Vacaville.

Estimated Completion Date: January 2015

Transit Operator: City of Vacaville

Project Title: Investigate Deviated Fixed Route in Leisure Town

Project Goal: Research, survey and test a deviated fixed route service to the Leisure Town area to increase ridership in this zone.

Project Description: Investigate deviated fixed route service in Leisure Town area. Leisure Town is comprised of 1,200 senior residents living in a somewhat active senior community. Traditional fixed route has not proven to attract these seniors due to the walking distance involved. If we could deviate and arrive at the curb of the senior rider, chances are better to attract more ridership.

Estimated Completion Date: January 2015

Transit Operator: City of Vacaville

Project Title: Monthly Pass Rewards Program.

Project Goal: Increase fixed route ridership.

Project Description: Partner with the Chamber of Commerce and Downtown Vacaville Business Improvement District (DVBID); offer discounts at business by showing a current City Coach Monthly Pass. The City Coach monthly pass will then offer more than just transportation but the further benefit of significant discounts at businesses within the community. Linking the two (transportation and bus-mess) we can increase ridership while also improving the business environment- this will lead to an increase in a desire to shop and use of City Coach transportation to get them to these businesses (it's a self-feeding loop which will truly improve ridership).

Estimated Completion Date: August 2014

Sonoma County

Transit Operator: City of Petaluma

Project Title: AVL Implementation

Project Goal: The project's goals include the ability to produce and provide to riders "real-time" predictive bus arrival information, also, the capture and access to a complete spectrum of planning data, ADA compliant visual and audible stop announcements, NTD (National Transit Database) accepted ridership data (via automatic passenger counters installed at bus doorways) and expanded dispatch to bus communications.

Project Description: An AVL/CAD system will allow real-time monitoring for dispatchers, showing the location of current buses, who is driving, how many passengers are on board, and if the route is on-time, late, early, etc. Planners use the data to identify productive and unproductive segments of routes (using APCs) and segments needing time adjustments. Additional functions of AVL/CAD systems include data communications between bus and dispatch, automatic announcements of approaching bus stops (ADA compliance), interaction with headsign controllers, provision of data to real-time bus arrival systems (LED signs and smartphones), etc. All vehicle information will be compatible with 511.org trip planner and Google Transit.

Estimated Completion Date: October 2015

Transit Operator: Santa Rosa

Project Title: Comprehensive Operational Analysis (COA) and Service Plan

Project Goal: Conduct comprehensive review and analysis of the fixed-route transit system and its efficiency and effectiveness in meeting local and regional travel needs, and identify short, medium, and long-term plans for transit system design and service delivery.

Project Description: The COA and Service Plan will evaluate how well CityBus is positioned to serve the transit markets of today and of the future, and identify both revenue-neutral and growth strategies for increasing the effectiveness and efficiency of the transit system. The project will identify short-term, revenue-neutral actions to improve current operations and effectiveness of the CityBus system, as well as a longer-range roadmap for system development and priorities for future improvements. The COA will identify options for service integration with SMART stations.

Estimated Completion Date: October 2015

Transit Operator: Santa Rosa

Project Title: Implementation of Paratransit Efficiency Review Tier One Recommendations

Project Goal: Implement Council-approved recommendations for increasing efficiency of paratransit service delivery to improve the level of paratransit service utilizing existing resources.

Project Description: This project involves implementation and monitoring of Paratransit Efficiency Review Tier One Recommendations focused on reducing demand during peak service hours, including:

- 1) Reducing level of subscription trips through implementation of a moratorium on new requests,
- 2) Negotiating, within ADA guidelines, requested trip times,
- 3) Reducing level of demand for paratransit service to Earle Baum Center for the Blind, and
- 4) Limiting level of paratransit service, within ADA guidelines, to the Oakmont Community.

Estimated Completion Date: July 2015

Transit Operator: Sonoma County

Project Title: Transit Asset Management Plan Implementation

Project Goal: Implement a Transit Asset Management Plan

Project Description: Sonoma County Transit will coordinate with MTC and its regional efforts to implement a Transit Asset Management Plan for individual transit operators.

Estimated Completion Date: April 2016